United Nations ST/SGB/2010/2

Secretariat

4 March 2010

Secretary-General's bulletin

Organization of the Department of Field Support

The Secretary-General, pursuant to the Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", as amended by ST/SGB/2002/11, and for the purpose of establishing the functions and organizational structure of the Department of Field Support, promulgates the following:

Section 1
General provision

1.1 The present bulletin shall apply in conjunction with Secretary-General's bulletin ST/SGB/1997/5, entitled "Organization of the Secretariat of the United Nations", as amended by ST/SGB/2002/11; ST/SGB/2010/1, entitled "Organization of the Department of Peacekeeping Operations"; ST/SGB/2009/13, entitled "Organization of the Department of Political Affairs"; and ST/SGB/2005/8, entitled "Organization of the Department of Management".

1.2 In performing its functions, the Department of Field Support works within the overall policy and oversight framework, the financial regulations and rules and the staff regulations and rules as well as policies and procedures established by the Department of Management in the management areas of finance, budget and human and physical resources (support operations and services), and within the strategic framework established by the Office of Information and Communications Technology on matters concerning information and communications technology and by the Department of Safety and Security on matters related to safety and security of staff serving in field operations.

Section 2
Functions and organization

2.1 The Department of Field Support:

(a) Provides administrative and logistical support services to the Departments of Peacekeeping Operations and Political Affairs, as directed by the Secretary-General, through the delivery of dedicated support to United Nations peacekeeping operations, special political missions and other field presences, henceforth referred to as "field operations". This includes services in the areas of

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human resources, finance and budget, conduct and discipline, logistics and information and communications technology;

(b) Taking into account the provisions of paragraph 1.2 and in coordination with relevant departments and offices of the Secretariat, contributes to the development of organizational policies and procedures to meet the requirements of field operations; ensures consistency in the application of support-related policies and practices in field operations; and delegates to field missions and administers and monitors field operations in the areas of human resources, finance, local procurement, conduct and discipline, logistics, information and communications technology and other general management issues;

(c) Recruits, manages and administers civilian staff serving in field operations. This includes the administration of the senior field leadership selection process, provision of policy guidance on entitlements of military observers and civilian police officers, and management of the recruitment and benefits and entitlements of civilian staff in field operations;

(d) Solicits input from field operations and proposes organizational, structural staffing and resource requirements for field operations to the Controller for the budgetary approval process; and monitors and manages mission and extrabudgetary funds for field operations;

(e) Supports compliance with the highest standards of conduct and discipline among United Nations personnel in field operations, including the implementation of the zero-tolerance policy of the Secretary-General regarding sexual exploitation and abuse and the Organization's strategy to address sexual exploitation and abuse;

(f) Directs and implements global peacekeeping logistics support and supply-chain management, conducts integrated logistic support planning, including acquisition planning, and maintains the rapid deployment capacity for field operations;

(g) Provides global information and communication technology services for field operations in close cooperation with other Secretariat entities;

(h) Liaises with departments and offices within the Secretariat and United Nations agencies, funds and programmes, Member States and non-governmental organizations; and coordinates with troop- and police-contributing countries as well as regional organizations on administrative and logistical support aspects of field operations.

2.2 The Department is divided into organizational units, as described in the present bulletin.

2.3 The Department is headed by the Under-Secretary-General for Field Support. In performing his/her functions, the Under-Secretary-General is assisted by the Assistant Secretary-General for Field Support. The Under-Secretary-General and the officials in charge of each organizational unit perform, in addition to the specific functions set out in the present bulletin, the general functions applicable to their positions, as set out in the Secretary-General's bulletin ST/SGB/1997/5, as amended by ST/SGB/2002/11.

2.4 To ensure the integration of efforts with the Department of Peacekeeping Operations and the Department of Political Affairs, the Department of Field Support maintains the following arrangements for coordination:

(a) The Under-Secretary-General for Field Support reports to and receives direction from the Under-Secretary-General for Peacekeeping Operations on all issues pertaining to United Nations peacekeeping operations and other field operations led by the Department of Peacekeeping Operations;

(b) The Under-Secretary-General for Field Support receives direction from the Under-Secretary-General for Political Affairs on all issues pertaining to field-based special political missions or other presences where the Department of Field Support provides agreed support services to missions;

(c) Senior officials of the Department of Field Support participate in joint decision-making bodies established at Headquarters, as required, to address cross-cutting strategic, policy and operational issues;

(d) The Chief of Staff in the Office of the Under-Secretary-General for Peacekeeping Operations reports to both the Under-Secretary-General for Peacekeeping Operations and the Under-Secretary-General for Field Support, ensuring that both departments work in an integrated manner at all levels;

(e) The Office of the Under-Secretary-General for Field Support coordinates with the Chief of the Office of the Under-Secretary-General for Political Affairs to ensure that appropriate service levels are achieved in support of those operations under the purview of the Department of Political Affairs;

(f) The Department of Field Support coordinates with the Department of Peacekeeping Operations through administrative and logistic support specialists embedded in Integrated Operational Teams in the Office of Operations. These Teams are responsible for integrated planning of and integrated operational guidance and support to operations led by the Department of Peacekeeping Operations on mission-specific issues that cut across specialist functional areas, while specialist functional areas remain responsible for the provision of technical guidance across missions in their specific areas of responsibility;

(g) The Department of Field Support develops modalities for operational cooperation in the implementation of mandated responsibilities for cross-cutting activities, including guiding principles to ensure effective coordination, consultation and information-sharing;

(h) The Executive Office, the Peacekeeping Situation Centre, the Policy, Evaluation and Training Division, the information management capacity and the Public Affairs Section of the Department of Peacekeeping Operations, as well as the Conduct and Discipline Unit, the Senior Leadership Appointments Section and the Audit and Board of Inquiry Team of the Department of Field Support serve as shared resources between the Department of Peacekeeping Operations and the Department of Field Support, and also provide services, as required and feasible, to the Department of Political Affairs.

2.5 To formalize relationships and coordinate strategic advice, policy and political guidance with different partners in support of field operations, the Department of Field Support participates in integrated mission task forces, when established, for

each major mission, along with other Secretariat departments and offices and United Nations funds, agencies and programmes.

Section 3
Under-Secretary-General for Field Support

3.1 The Under-Secretary-General for Field Support, hereinafter referred to as the "Under-Secretary-General", is accountable to the Secretary-General.

3.2 The Under-Secretary-General is responsible for all activities of the Department of Field Support.

3.3 The core strategic functions of the Under-Secretary-General are as follows:

(a) Directing all support for United Nations field operations led by the Department of Peacekeeping Operations and the Department of Political Affairs, including the provision of strategic direction on the delivery of support components in the areas of human resources, finance, procurement, conduct, logistics, communications and information technology, as well as leading problem-solving initiatives in these areas, as needed;

(b) Leading the development of organizational support strategies, policies and procedures to meet specific field requirements and, within the provisions of paragraph 1.2 above, recommending adjustments as necessary;

(c) Under the provisions of paragraph 1.2, ensuring the recruitment and retention of high-quality civilian personnel for deployment to field operations;

(d) Liaising and conducting negotiations with Member States and other organizations regarding their contributions to field operations and related administrative and logistical support modalities;

(e) Acting as focal point within the Secretariat for all requests for information on matters related to the administrative and logistical aspects of field operations.

3.4 The Under-Secretary-General is responsible for directing activities of the Field Personnel Division, the Field Budget and Finance Division, the Logistics Support Division and the Information and Communications Technology Division.

3.5 The core operational functions of the Under-Secretary-General include:

(a) Ensuring effective management and implementation of integrated support for field operations through the coordination of financial and personnel matters, logistics support activities and communications and information technology in support of field operations;

(b) Monitoring issues related to field administrative, logistic, communications and information technology support and liaising with Member States on these matters;

(c) Overseeing the delivery of operational, administrative and logistics support to ensure the safety and security of staff serving in field operations within the parameters established by the United Nations security management system;

(d) Overseeing the development and maintenance of strategic support partnerships with peacekeeping partners, including regional organizations and entities of the United Nations system;

(e) Under the provisions of paragraph 1.2, providing policy guidance for the effective and efficient administration of field operations.

Section 4
Office of the Under-Secretary-General

4.1 The Office of the Under-Secretary-General for Field Support comprises the front office of the Under-Secretary-General and the Senior Leadership Appointments Section.

4.2 The front office of the Under-Secretary-General is headed by a Special Assistant who is accountable to the Under-Secretary-General.

4.3 The core functions of the front office of the Under-Secretary-General are as follows:

(a) Assisting and advising the Under-Secretary-General in carrying out his/her duties;

(b) Advising on support policy issues requiring strategic decisions by relevant services, departments and agencies;

(c) Developing and maintaining an efficient system of review of incoming communications and correspondence, screening items submitted for clearance and initiating or designating actions to be taken;

(d) Monitoring strategic support issues and operational requirements in United Nations field operations and ensuring that they are effectively addressed;

(e) Supporting and coordinating the preparation or provision of inputs to reports of the Secretary-General to the Security Council, the Special Committee on Peacekeeping Operations, the Advisory Committee on Administrative and Budgetary Questions, the Fourth and Fifth Committees of the General Assembly and other legislative bodies with regard to all areas of support;

(f) Coordinating and serving as a facilitator to solve problems raised by the management of field operations for the effective provision of support to field-based special political missions;

(g) Exchanging information on behalf of the Under-Secretary-General, as required, with peacekeeping missions, special political missions and other field operations as well as external partners, including permanent missions and United Nations agencies, funds and programmes;

(h) Coordinating with the Public Affairs Section of the Department of Peacekeeping Operations on the management of media relations, publicity and external relations for the Department of Field Support. This includes development and implementation of communications plans and campaigns, as well as representational activities;

(i) Coordinating with the Department of Management in the areas of finance, budget, human and physical resources;

(j) Coordinating and preparing position papers, briefing notes and talking points for meetings and conferences.

4.4 The Senior Leadership Appointments Section is headed by a Chief, who is accountable to the Under-Secretary-General.

4.5 The core functions of the Senior Leadership Appointments Section are as follows:

(a) Identifying and monitoring leadership requirements in the field to improve senior-level vacancy management and succession planning, with special attention to improving the representation of qualified female candidates;

(b) Establishing outreach strategies and expanding partnerships to meet senior-level leadership requirements in field operations, where applicable;

(c) Supporting the recruitment of candidates to fill civilian core leadership posts in field operations, including the development of post profiles, explanations of conditions of service, management of offers, terms of reference and candidate short-lists;

(d) Briefing senior leaders on their package of benefits and entitlements during the recruitment process, in collaboration with the Field Personnel Division of the Department of Field Support;

(e) Maintaining a centralized database of qualified individuals who are potentially suitable for consideration at the level of Under-Secretary-General and Assistant Secretary-General.

Section 5
Office of the Assistant Secretary-General for Field Support

5.1 The Assistant Secretary-General for Field Support is accountable to the Under-Secretary-General for Field Support.

5.2 The core functions of the Assistant Secretary-General for Field Support are as follows:

(a) Developing cross-cutting field support policies and strategies and overseeing their implementation at Headquarters and in field operations;

(b) Under the provisions set in paragraph 1.2 above, delivering day-to-day operational field support in the areas of personnel, finance, budget, conduct and discipline, logistics, information and communications technology, field-focused risk management, quality assurance, audit and Board of Inquiry issues, procurement and leadership of enterprise-wide projects and initiatives;

(c) Deputizing for the Under-Secretary-General in his/her absence and performing other daily duties, tasks and special projects as directed by the Under-Secretary-General.

5.3 The Office of the Assistant Secretary-General comprises the front office of the Assistant Secretary-General, the Conduct and Discipline Unit, the Audit and Board of Inquiry Team and the Field Procurement and Liaison Team.

5.4 The front office of the Assistant Secretary-General is headed by a Special Assistant, who is accountable to the Assistant Secretary-General for Field Support.

5.5 The core functions of the Office of the Assistant Secretary-General are as follows:

(a) Assisting and advising the Assistant Secretary-General in carrying out *his/her duties*;

(b) Advising on the provision of field operational support in the areas outlined in paragraph 5.2 (b) above;

(c) Communicating on behalf of the Assistant Secretary-General, as required, with field operations and external partners, including permanent missions and United Nations agencies, funds and programmes;

(d) Coordinating administrative and logistics mechanisms to support field operations in their implementation of the policy on recreation and welfare.

5.6 The Conduct and Discipline Unit is headed by a Chief, who is accountable to the Assistant Secretary-General for Field Support.

5.7 The core functions of the Conduct and Discipline Unit are as follows:

(a) Providing the overall direction for conduct and discipline issues and maintaining global oversight on the state of conduct and discipline for all categories of United Nations personnel in field operations;

(b) Developing strategies to link the overall goals and objectives of the United Nations on conduct and discipline issues to the tasks of conduct and discipline teams in field operations;

(c) Leading the development of conduct and discipline policies, procedures and guidelines and the identification of best practices to facilitate compliance with conduct and discipline standards;

(d) Leading the development of tools and mechanisms to monitor the application of conduct and discipline standards and policies in field operations, including the maintenance of a comprehensive misconduct database system;

(e) Under the provisions of paragraph 1.2 above, reviewing and recommending actions on disciplinary cases, as required;

(f) Implementing the three-pronged comprehensive strategy (prevention, enforcement and remedial action) to address sexual exploitation and abuse, and monitoring its application in the field;

(g) Under the provisions of paragraph 1.2, reporting to intergovernmental and expert bodies, including the General Assembly, the Fourth and Fifth Committees, the Advisory Committee on Administrative and Budgetary Questions and other policymaking organs on conduct and discipline issues related to all categories of United Nations personnel in field operations;

(h) Guiding the development of training programmes on misconduct and sexual exploitation and abuse in consultation with the Integrated Training Service of the Department of Peacekeeping Operations.

5.8 The Audit and Board of Inquiry Team is headed by a Chief, who is accountable to the Assistant Secretary-General for Field Support.

5.9 The core functions of the Audit and Board of Inquiry Team are as follows:

(a) Coordinating, developing and preparing responses to audit reports of United Nations oversight bodies so as to ensure that recommendations are implemented;

(b) Coordinating and strengthening the interaction between line managers and the oversight bodies;

(c) Developing and circulating guidelines to the Department of Field Support and the Department of Peacekeeping Operations, as well as field operations, to ensure compliance with audit recommendations.

5.10 The Audit and Board of Inquiry Team is a shared resource for the Department of Field Support and the Department of Peacekeeping Operations.

5.11 The Field Procurement and Liaison Team is headed by a Chief, who is accountable to the Assistant Secretary-General for Field Support.

5.12 The core functions of the Field Procurement and Liaison Team are as follows:

(a) Managing and monitoring delegations of procurement authority by the Under-Secretary-General for Field Support to field mission staff;

(b) Developing procedures related to field contract management and integrated logistics support planning, including acquisition planning;

(c) Advising the Assistant Secretary-General for Field Support on field procurement issues;

(d) Supporting the Under-Secretary-General for Field Support and the Department of Management in the development and implementation of field procurement policies and procedures.

Section 6
Field Personnel Division

6.1 The Field Personnel Division is headed by a Director, who is accountable to the Under-Secretary-General, and is comprised of the Office of the Director, the Field Personnel Operations Service and the Field Personnel Specialist Support Service. Each Service is headed by a Deputy Director/Chief of Service who is accountable to the Director of the Field Personnel Division.

6.2 The Field Personnel Operations Service comprises the Office of the Deputy Director and four Integrated Regional Human Resources Management Sections. Each Integrated Regional Human Resources Management Section is headed by a Chief, who is accountable to the Deputy Director/Chief of Service.

6.3 The Integrated Regional Human Resources Management Sections are charged with the direct delivery of the full range of delegated human resources services. The core functions of the Sections are as follows:

(a) Administering the international staff of field operations;

(b) Assessing the propriety and accuracy of staff selections made by field operations;

(c) Exercising delegated authorities with respect to the application of the Staff Regulations and Staff Rules in the context of the preparation of offers of appointment and letters of assignment, initial travel arrangements and personnel actions; and making discretionary decisions within the authority delegated.

6.4 The Field Personnel Specialist Support Service comprises the Office of the Deputy Director/Chief of Service, the Policy, Guidance and Organizational Design Section, the Quality Assurance and Information Management Section and the Recruitment, Outreach and Career Development Section. Each Section is headed by a Chief, who is accountable to the Deputy Director/Chief of Service.

6.5 The core functions of the Policy Guidance and Organizational Design Section are as follows:

(a) Under the provisions of paragraph 1.2 above, providing guidance to field operations on the implementation of the Staff Regulations and Staff Rules and human resources policies and contributing to the development and/or improvement of policies governing conditions of service for staff in the field operations, in collaboration with the Office of Human Resources Management;

(b) Advising on organizational norms and designing templates for organizational structures and the level of staffing resources in field operations;

(c) Under the provisions of paragraph 1.2, exercising delegated authority regarding the classification of posts in field operations;

(d) Coordinating the development of standard operating procedures with the relevant areas of the Division;

(e) Conducting strategic workforce planning, forecasting and trends analyses and developing strategies to address human resource requirements for field operations;

(f) Participating in technical assessment and planning missions to identify organizational structure and staffing requirements of new, expanding or changing field operations;

(g) Communicating with field staff at large on human resources issues affecting their conditions of service and working environment.

6.6 The core functions of the Quality Assurance and Information Management Section are as follows:

(a) Ensuring consistency and high quality in the application of human resources management rules, policies and procedures, both at Headquarters and in field operations;

(b) Evaluating and reviewing the performance of human resources functions in United Nations field operations through self-monitoring and the implementation of human resources action plans in field operations;

(c) Managing, producing and analysing data used in the management of human resources in United Nations field operations and reporting thereon to the legislative bodies, Member States and senior leadership in the Secretariat;

(d) Developing, maintaining and supporting automated information management systems and their application for human resources management;

(e) Administering and archiving the official status files of international staff members in field operations;

(f) Training newly recruited field human resources management staff.

6.7 The core functions of the Recruitment, Outreach and Career Development Section are as follows:

(a) Developing and implementing strategies for the recruitment of pre-vetted and highly qualified candidates for field operations, with special attention to increasing the recruitment of qualified female candidates;

(b) Creating and maintaining a roster of pre-vetted and highly qualified candidates for field operations;

(c) Coordinating targeted outreach to Member States, regional organizations, peacekeeping partners, professional networks and sister organizations in the United Nations common system;

(d) Developing and implementing, in collaboration with the Office of Human Resources Management, career management strategies, frameworks and tools for staff serving in United Nations peace operations;

(e) Managing succession planning, vacancy management and recruitment and placement for senior mission support leadership.

Section 7
Field Budget and Finance Division

7.1 The Field Budget and Finance Division is headed by a Director, who is accountable to the Under-Secretary-General. The Division is comprised of the Office of the Director, the Budget and Performance Reporting Service and the Memorandum of Understanding and Claims Management Section.

7.2 The Budget and Performance Reporting Service is headed by a Chief of Service, who is accountable to the Director of the Division. The Service consists of two Sections, each of which is headed by a Chief who is accountable to the Chief of Service.

7.3 The core function of the Budget and Performance Reporting Service is to support field operations in the areas of budget and finance, including:

(a) Supporting the preparation of budget proposals, performance reports and other budgetary documents by providing guidance to field operations, including through field support visits, and offices at Headquarters, particularly the Department of Peacekeeping Operations, the Department of Political Affairs and the Department of Field Support, on budget policies, procedures, processes, systems, practices, rules and regulations; results-based budgeting; and the implementation of recommendations by advisory and legislative bodies;

(b) Representing the Department of Field Support and field operations in discussions with legislative and advisory bodies, as necessary, including the provision of inputs to the Office of Programme Planning, Budget and Accounts for formal responses and communication to legislative bodies;

(c) Supporting the implementation of approved budgets for field operations by providing guidance to field operations and offices at Headquarters on policies, procedures, processes, systems, rules and regulations with regard to budgetary/allotment authorizations, redeployments and actual and projected expenditures within the Financial Regulations and Rules and budgetary and financial policies established by the Controller;

(d) Supporting the liquidation phase of field operations by:

(i) Guiding field operations in the financial aspects of liquidation and preparing the liquidation budget, including through field support visits, and monitoring financial statements;

(ii) Assuming responsibility for the remaining liquidation activities upon termination of the field liquidation team's presence, including the completion of financial transactions.

7.4 The Memorandum of Understanding and Claims Management Section is headed by a Chief, who is accountable to the Director of the Division.

7.5 The core function of the Memorandum of Understanding and Claims Management Section is to undertake, in consultation with the Office of Military Affairs, the Police Division and the Mine Action Service of the Department of Peacekeeping Operations and the Logistics Support Division of the Department of Field Support, the financial aspects of the management of contingent-owned equipment and memorandums of understanding related to Member States' participation in peacekeeping operations and certain other field operations by:

(a) Representing the Field Budget and Finance Division in memorandum of understanding negotiations with troop- and police-contributing countries for the deployment of troops and equipment to peacekeeping operations; participating in predeployment briefings/visits to Member States; and conducting briefings of permanent missions and visiting delegations on the contingent-owned equipment process;

(b) Reviewing verification reports from peacekeeping operations and certifying amounts payable; reviewing, verifying and certifying claims submitted by troop-contributing countries; and processing the death and disability claims for contingent members;

(c) Preparing and reviewing the budgets of field operations for major equipment and self-sustainment categories, including the establishment of requisitions and monitoring of allotments;

(d) Organizing and coordinating the Contingent-Owned Equipment Working Group, preparing related reports to the legislative bodies and updating the Contingent-Owned Equipment Manual;

(e) Liaising with permanent missions on issues related to Member State reimbursement policies and procedures, responding to queries and providing status reports.

Section 8
Logistics Support Division

8.1 The Logistics Support Division is headed by a Director, who is accountable to the Under-Secretary-General, and is comprised of the Office of the Director, the Operational Support Service, the Transportation and Movements Service and the Specialist Support Service. Each Service is headed by a Deputy Director/Chief of Service who is accountable to the Director of the Division.

8.2 The Operational Support Service comprises the Logistics Operations Section, the Strategic Deployment Stock Unit and the Aviation Safety Section.

8.3 The core functions of the Operational Support Service are as follows:

(a) Developing, reviewing and amending logistic policies and procedures, including liquidation, in support of field operations;

(b) Planning and coordinating integrated operational logistic support activities for all field operations supported by the Logistics Support Division;

(c) Providing support to the acquisition process for the field operations and Headquarters, including advanced acquisition planning, technical assistance to the procurement process and contract execution;

(d) Managing the strategic deployment stocks inventory to ensure readiness, rapid deployment and replenishment;

(e) Ongoing management and development of system contracts;

(f) Managing the safety of air operations and assets of the Department of Field Support to ensure that they meet the required international safety standards;

(g) Coordinating the preparation of training programmes for middle-management logistics officers at Headquarters and in field operations;

(h) Leading the liquidation process in field operations and implementing related actions at Headquarters to ensure that field operations meet expected milestones and that the approval of disposition of assets is achieved on the basis of agreed priorities;

(i) Providing the Director of the Logistics Support Division, in coordination with field operations, with recommendations for new technologies and mitigating measures that support the mandates of field operations;

(j) Representing the Logistics Support Division in negotiations on memorandums of understanding with Member States in predeployment briefings and managing the logistics aspects of the contingent-owned equipment/memorandum of understanding system in consultation with the Field Budget and Finance Division, the Office of Military Affairs, the Police Division, the Mine Action Service and field operations;

(k) Identifying, in consultation with the Field Budget and Finance Division, the Office of Military Affairs, the Police Division, the Mine Action Service and field operations, shortfalls in logistics-related self-sustainment categories and major equipment, and following up with troop- and police-contributing countries and field operations to ensure that corrective actions are taken, where required.

8.4 The Transportation and Movements Service comprises the Movement Control Section, the Surface Transport Section and the Air Transportation Section.

8.5 The core functions of the Transportation and Movements Service are as follows:

(a) Providing strategic guidance and coordination to ensure the provision of effective logistic capabilities in terms of air support and strategic air and sea lift for movement of military and civilian personnel and cargo, vehicles and spare parts at the required time and place in support of field operations;

(b) Translating capability requirements into detailed plans for the acquisition of goods and services;

(c) Providing support to the acquisition process for the field operations and Headquarters, including advanced acquisition planning, technical assistance to the procurement process and contract execution;

(d) Deploying and rotating military and United Nations police contingent personnel and their equipment; deploying United Nations strategic stocks by air and sea; and providing other transportation requirements during the life cycle of the field operations, including start-up, sustainment, transition and liquidation;

(e) Providing air assets, as well as all related airfield and aviation ground support services, of the right type and numbers to facilitate the execution by field operations of mandated tasks, while ensuring through the aviation quality assurance programme that contracted services comply with the requirements of the United Nations and the International Civil Aviation Organization Standards and Recommended Practices;

(f) Providing vehicles of all types and other engineering and airfield services specialized equipment, as well as all necessary ancillary services, including advice and guidance on the establishment and maintenance of facilities in field operations;

(g) Planning and executing training courses, workshops and seminars for the development of staff in field operations and at Headquarters;

(h) Establishing, in collaboration with the Office of Legal Affairs and the Office of Central Support Services, standard comprehensive integrated policies and procedures and manuals for the effective and efficient procurement of capabilities such as aircraft, vehicles, strategic air and sea lift from the commercial market, as well as from Member States under letters of assist.

8.6 The Specialist Support Service comprises the Medical Support Section, the Engineering Section, the Supply Section, the Contingent-Owned Equipment and Property Management Support Section and the Cartographic Section.

8.7 The core functions of the Specialist Support Service are as follows:

(a) Ensuring the provision of rations and fuel, engineering support services, management of United Nations property and contingent-owned equipment, medical support services, advice on environmental initiatives and cartographic services for field operations;

(b) Planning, strategically managing, monitoring performance and ensuring technical compliance with contracts for the delivery of supplies and major services, including fuel rations, general supply and contract management;

(c) Providing support to the acquisition process for the field operations and Headquarters, including advanced acquisition planning, technical assistance to the procurement process and contract execution;

(d) Ensuring the provision of living and working accommodation, utilities and civil engineering infrastructure in field operations;

(e) Providing policy and procedural advice to field operations and management in the Department of Field Support on compliance with the United Nations rules and regulations on property management issues; monitoring and analysing inventory reports from field operations to determine trends in inventory management; collaborating with user groups to develop automation tools to accelerate the verification of assets and streamline the write-off process; supporting field operations by developing training programmes and materials; and developing and setting global performance benchmarks with key performance indicators for field operations;

(f) Reporting on the performance of troop- and police-contributing countries and field operations in meeting obligations of memorandums of understanding; providing advice to other United Nations partners and Member States with regard to the logistics aspects of the contingent-owned equipment/memorandum of understanding management system; liaising with permanent missions to address queries; developing and promulgating policies, procedures and guidelines to facilitate the establishment of effective and efficient mechanisms to manage memorandums of understanding, including the consistent verification of major equipment and self-sustainment capabilities; and providing training on the contingent-owned equipment programme;

(g) Ensuring the health and well-being of members of field operations through medical planning, coordination, execution and monitoring; developing operational medical policies, doctrine and guidelines in collaboration with the Office of Human Resources Management; overseeing the maintenance of medical support for field operations; making on-site assessments of host nation and regional medical facilities; advising on immunization and disease prophylaxis; and managing systems contracts for medical materiel;

(h) Supporting field operations through the provision of accurate and timely geographic information and terrain analysis in support of decision-making and operational needs; providing cartographic and geographic information services to the Security Council and senior management of the United Nations; producing planning and operational maps and geospatial data to meet the needs of field operations; providing oversight of and coordinating activities with the geographic information sections and units of field operations; researching and analysing international boundary issues to provide technical assistance to international boundary demarcation processes; and clearing maps to be printed in official publications of the United Nations in accordance with ST/AI/189/Add.25/Rev.1.

Section 9
Information and Communications Technology Division

9.1 The Information and Communications Technology Division is headed by a Director, who is accountable to the Under-Secretary-General, and is comprised of the Office of the Director, the Field Communications and Information Technology Operations Service and the Field Technology and Security Operations Service. Each Service is headed by a Chief, who is accountable to the Director of the Division.

9.2 The Information and Communications Technology Division also supports the work of the Office of Information and Communications Technology in the following:

(a) Establishing information and communications technology architecture and standards;

(b) Planning and implementing major infrastructure improvements for field operations;

(c) Implementing and supporting Organization-wide applications and major shared applications for the field;

(d) Providing centralized information and communications technology project management support;

(e) Coordinating disaster recovery and business continuity planning for the field;

(f) Reviewing and approving information and communications technology field budget submissions;

(g) Maintaining strategic oversight of the enterprise data centres and major communications facilities, including review and approval of strategic directions.

9.3 The Field Communications and Information Technology Operations Service comprises the Field Communications Section and the WAN/LAN Operations Section. The core functions of the Field Communications and Information Technology Operations Service are as follows:

(a) Providing information and communications technology operational, logistics and administrative support to field operations, as well as the management of information and communications technology-related resources;

(b) Supporting command, control, communications and computer functions, including coordination, for military and police elements within field operations;

(c) Managing the Secretariat's global telecommunications infrastructure that underpins field operations, including the wide area network and the Department of Field Support teleport located at the United Nations Logistics Base in Brindisi, Italy, and the communications facility in Valencia, Spain;

(d) Planning, coordinating, designing, delivering, supporting and sustaining reliable telecommunications services for field operations;

(e) Coordinating the development of training programmes for information and communications technology officers in the field;

(f) Planning and supporting new field operations.

9.4 The Field Technology and Security Operations Service comprises the Field Information Systems Section and the Information and Communications Technology Security Section. The core functions of the Field Technology and Security Operations Service are as follows:

(a) Providing, implementing and supporting field mission-specific information systems and applications;

(b) Collaborating with users to provide automated solutions in support of field operations;

(c) Supporting the transition of information systems utilized in field operations to large-scale systems and technologies;

(d) Managing systems integration to leverage information systems and data to improve information exchange and ensure seamless interoperability;

(e) Assessing and implementing measures to address information security threats and coordinating specific actions to ensure the prevention of serious loss or compromise of information and communications technology resources and data in accordance with the Secretariat-wide information security policies and guidelines;

(f) Ensuring the coherent and coordinated global usage of information systems across the Department of Peacekeeping Operations, the Department of Political

Affairs, the Department of Field Support and field operations, in accordance with the information and communications technology governance framework established by the Office of Information and Communications Technology.

Section 10
Final provisions

10.1 The present bulletin shall enter into force on the date of its issuance.

(*Signed*) **BAN** Ki-moon
Secretary-General